SPOT

Quick Start Guide

December 2005

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Important Information

ABOUT THIS DOCUMENT

This document is intended for clerk use during system operation and training. It is a condensed version of the User Manual designed for quick access to commonly needed SPOT use information. It is not intended as a comprehensive guide to using SPOT. *NOTE: Keep this document near the SPOT system at all times as a reference.*

Configuration Options

SPOT is a highly configurable product designed to adapt to almost any drycleaning operational need. Step-by-step instructions found within this document assume standard operating use only with no attempt to describe alternate configuration option use. Operation of your system might differ slightly from use descriptions found in this document. See the *Administration Guide* for configuration option details.

CONTACTING US

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CUSTOMER CARE

Our customer care program includes both telephone technical support and SPOT program updates at a flat annual rate based on system size.

Technical Support

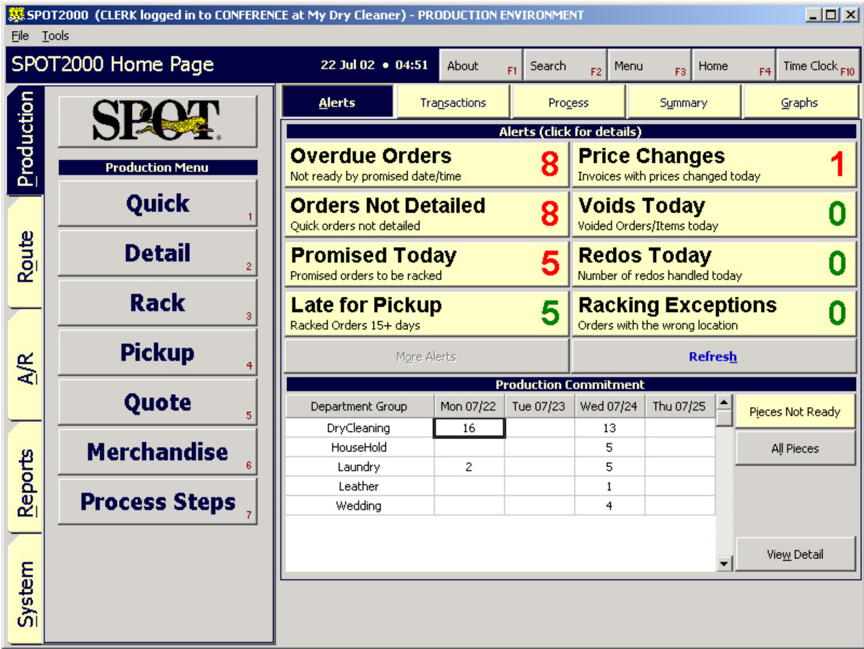
Telephone technical support begins the day your new SPOT system is placed into full-time service within your store. Operational issues encountered on a day-to-day basis are covered by this service only. Technical support is NOT designed for training of store personnel, initial system integration, assistance with user-provided hardware/ software or user-owned hosting facilities, or system hardware upgrading. These are handled using separate services. We are also NOT able to physically support third-party supplied hardware, networks, and software. ***NOTE:*** *SPOT Business Systems makes no warranties as to the fitness or suitability of any user-supplied or third-party equipment or software used with SPOT. Use of third-party equipment is solely at user's risk.*

Why We Charge for Support

The charge for technical support covers our cost to provide these services. Whether or not you need technical support services on any given day, our costs to have trained technical support personnel available when you need us are ongoing. Your expectation is that we are always ready and available to assist you with issues. As our sales of software and systems grow, we automatically add and train new personnel to meet growing demand for technical support, a cost that continually increases over time. While we understand the desire of our customers not to pay for technical support until needed, the reality of the situation dictates that we must charge for support in order to maintain a ready staff. Technical support should be viewed as an insurance policy that protects your SPOT automation investment. Our goal is to create the best possible technical support program available for our SPOT customers. To do so requires that each and every SPOT user contribute to its success. We hope you do so willingly.

Communications Requirement

It is mandatory that all SPOT computer systems be equipped with a dialup modem and *pcAnywhere* communications software (minimum) or other high-speed Internet data connection, such as DSL (recommended). This allows our personnel to connect directly to the system to assist with support, installation, integration, consultation, training, updates, etc. Without connectivity, timely resolution to issues may be impossible. Updates uploaded by SPOT Business Systems via standard dialup modem are charged a communications fee of $35. Updates shipped by standard CDROM are subject to a $25 media and shipping fee.



*Home Page (***HP***) View—***Alerts Tab***

Getting Around

HOME PAGE

The **HP** view is the control center for SPOT used to access operational functions and view vital system information.

Operation Tabs

Production—Order processing functions (default).
Delivery—Route and Hotel management utility.
A/R—Accounts Receivable utility.
Reports—Management reporting.
System—Operational utilities.

Production Menu Buttons

Quick [1]—Receive without price and describe, prints claim check.
Detail [2]—Receive with price and describe, prints invoice.
Rack [3]—Assign completed orders to a storage location.
Pickup [4]—Customer order pickup, prints pick list.
Quote [5]—Order pricing with order completion optional.
Merchandise [6]—Sell merchandise items directly.
Process Steps [7]—Log orders to definable workflow step.

Function Buttons

Search [F2]—Order search function.
Menu [F3]—A collection of lesser used but important functions.
Home [F4]—Return to **HP.**
Time Clock [F10]—Employee clock-in/out.

View Selection Buttons

Alerts—Selects the default Alerts and Production Commitment view.
Transactions—Selects a list of the 25 most recent transactions.
Process—Selects a graphic order process view.
Summary—Selects a sales summary view.
Graphs—Selects statistical graphs.

Alerts Display

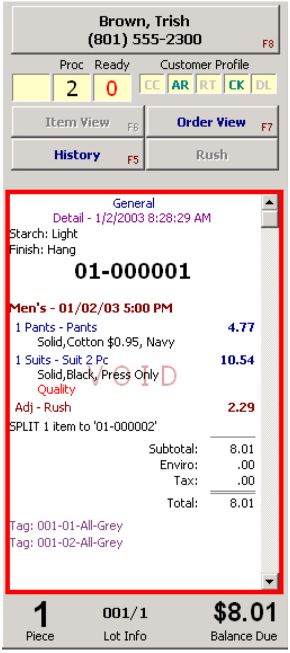
An alert button displays a problem along with the magnitude of the problem. Pressing an alert button displays the *Search* view listing all affected orders. Alerts are automatically updated every 5 minutes.

- **More Alerts Button**—When pressed, the next group of active alerts are displayed.
- **Refresh Button**—Press to update Alerts and Production Commitment status prior to the automatic 15 minute update.

Production Commitment Display

Shows the number of pieces committed to production by department for the current day and three additional days in the future.

- **Pieces Not Ready Button**—Shows pieces not racked.
- **All Pieces Button**—Shows all garments, including those racked.
- **View Detail Button**—Highlight a piece count cell and press to display the Search view with all affected orders listed.



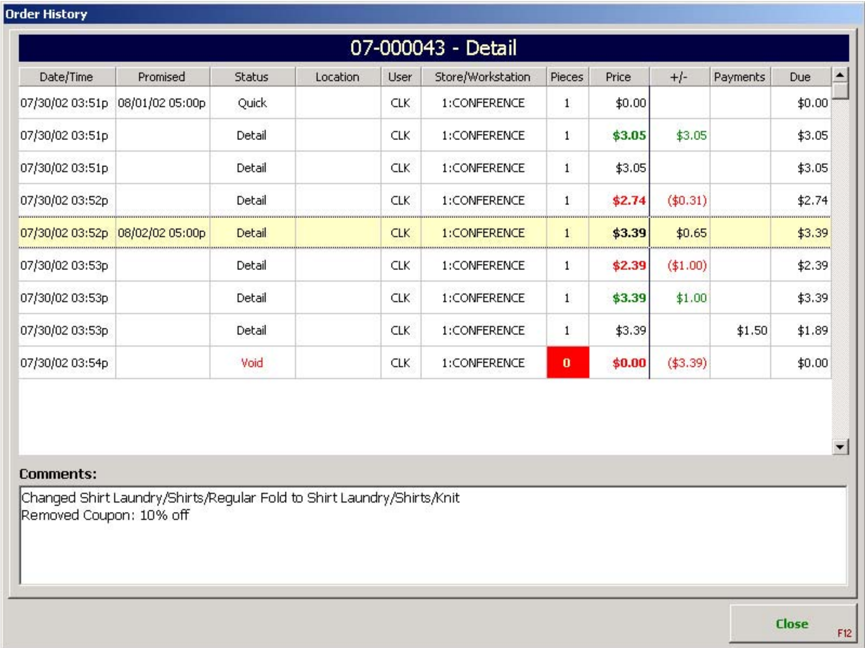
Visual Invoice

VISUAL INVOICE

The **VI** provides a view of order content and customer status and acts as an access point to commonly used functions such as the Customer View (**CV**), order/item content editing, order history, and Heat Seal Label (HSL) item lookup. The **VI** is available on many SPOT views such as Quick, Detail, Rack, Pickup, Quote, Merchandise, Process Steps, Search, Physical Inventory, etc. It shows all current and past order modifications as well as adjustments annotated with watermark identifiers for long-term history. Printed (or reprinted) paper invoice copies contain only necessary information.

Invoice Mode

This function lets the user select one of several user-definable invoice modes (shown as *Rush*). Each button press changes the mode to the next defined choice, showing a predefined *Mode Name*, *Promised Date Offset*, *Adjustment*, and *Border Color*. The default mode for newly created orders is *Standard* (this button label can't be changed) and means that there are no offsets applied. The order mode can be changed at any time. A special label, that contains the word *Rush*, applies the defined offsets and observes the standard SPOT lot/tag order rush logic (tag printing to a special paper color, such a *Red*).



Order History

07-000043 - Detail

Date/Time	Promised	Status	Location	User	Store/Workstation	Pieces	Price	+/-	Payments	Due
07/30/02 03:51p	08/01/02 05:00p	Quick		CLK	1:CONFERENCE	1	$0.00			$0.00
07/30/02 03:51p		Detail		CLK	1:CONFERENCE	1	$3.05	$3.05		$3.05
07/30/02 03:51p		Detail		CLK	1:CONFERENCE	1	$3.05			$3.05
07/30/02 03:52p		Detail		CLK	1:CONFERENCE	1	$2.74	($0.31)		$2.74
07/30/02 03:52p	08/02/02 05:00p	Detail		CLK	1:CONFERENCE	1	$3.39	$0.65		$3.39
07/30/02 03:53p		Detail		CLK	1:CONFERENCE	1	$2.39	($1.00)		$2.39
07/30/02 03:53p		Detail		CLK	1:CONFERENCE	1	$3.39	$1.00		$3.39
07/30/02 03:53p		Detail		CLK	1:CONFERENCE	1	$3.39		$1.50	$1.89
07/30/02 03:54p		Void		CLK	1:CONFERENCE	0	$0.00	($3.39)		$0.00

Comments:

Changed Shirt Laundry/Shirts/Regular Fold to Shirt Laundry/Shirts/Knit
Removed Coupon: 10% off

Close F12

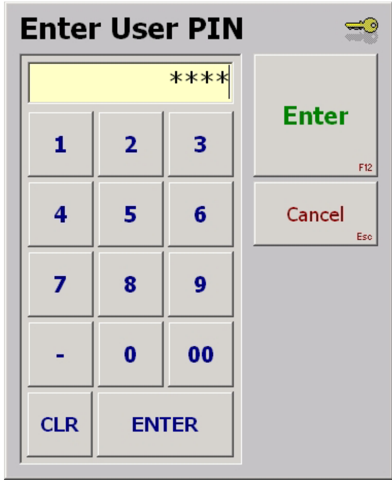
Order History Dialog

ORDER HISTORY

The order history dialog (**VI History [F5]** button) shows every activity affecting an order's value. Orders having a piece count or adjustment change are listed as separate line items with the detail of the specific change shown in the *Comments* field at the bottom.

Problem Identification

- **Order Piece and Price Change Indicators**—Orders with piece count or price change decreases (-) are noted in *Red*, increases (+) are noted in *Green*.
- **Order Promised Date Changes**—Promised date changes are indicated with the new promised date/time entered in the *Promised* column. Otherwise, the field is blank to reduce clutter.
- **Order Value Change Audit Trail Ledger**—The three columns on the far right side (+/-, *Payments*, *Due*) form an audit trail ledger designed to show how the invoice value changed as a result of applied discounts, coupons, adjustments, or payments with the formula *"Due" (previous line)* + "+/-" - *"Payments"* = *"Due" (current line)*.
- **Change In Detail Description**—Highlighting a row displays the details in the *Comments* field of specific order changes.



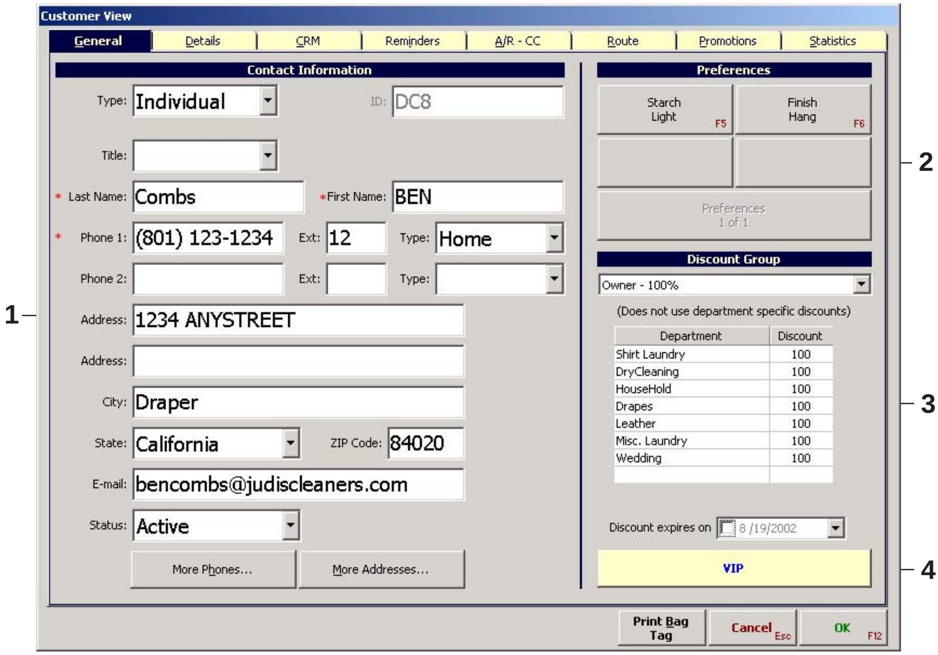
Security Access Via **PIN** *Dialog*

SECURITY ACCESS

User navigation within the system can be restricted using **PIN**s (Personal Identification Number). **PIN** entry can be made from either the displayed touch screen pad or the numeric keyboard pad. Each entered digit displays an "***.**" Clerk use is tracked in the *Activity Log*. SPOT is shipped with **PIN** security active.

Security Modes

- **No Security**—No prompt for **PIN** entry anywhere in the system.
- **PIN Security**—Prompts for **PIN** entry and grants access to selected functions based on assigned user or group rights.
- **Timed Security**—Prompts for **PIN** entry and allows user to stay logged-in until a configurable time period. A **Logout** button appearing just below the **HP Process Steps [7]** button allows for manual logout.



*Customer Information View (**CV**) Dialog—**General Tab***

Customer Management

CUSTOMER INFORMATION VIEW

CV is accessed by pressing the **Customer [F8]** button. Press any other **CV** tab to select additional customer information views. The **OK [F12]** button saves changes and exits **CV**. A red "*" indicates that field information is required before saving.

Preferences

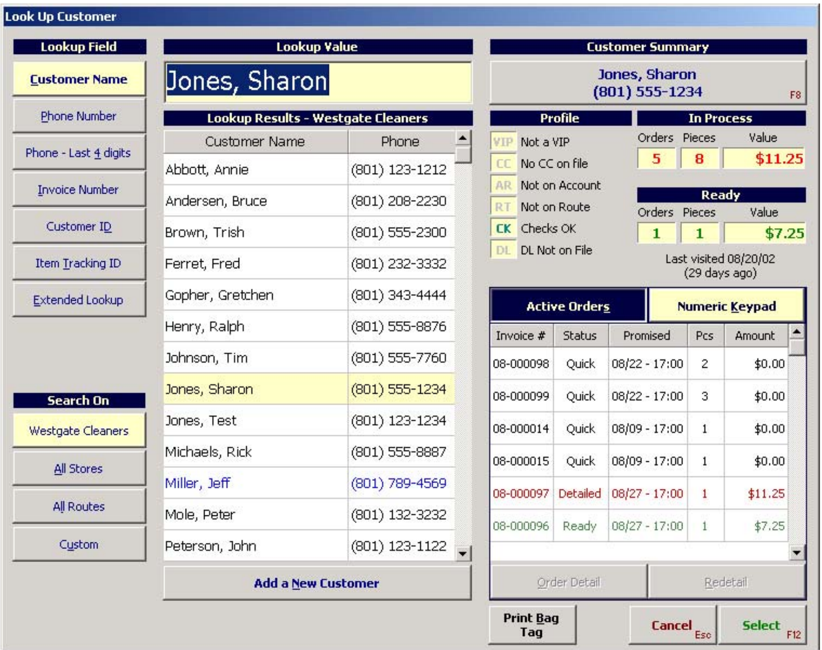
Preferences are typically used in laundry production to preset starch and finish preferences. Once selected, these preferences are retained and shown on all subsequent order invoices until changed.

Discount Group

Discount groups are given to a customer by percentage of the total department amount and automatically applied during order detailing.

VIP Button

This button causes the selected customer name to appear in *Blue* on customer selection buttons and customer lists for quick identification.



*Customer Lookup (***CL***) View—***Active Orders Tab***

CUSTOMER LOOKUP

The **CL** view is automatically displayed when needed by an order processing step. Lookup can occur by a variety of formats depending on user preference. Only active customers are displayed in this list. During normal use, only two fields are typically needed, *Lookup Value* and *Lookup Results*. The lookup value can be entered either manually from the keyboard or by scanning.

Lookup Field Buttons

- **Customer Name**—Alphabetical lookup by “Last, First” name.
- **Phone Number**—Numeric lookup by 7 digit phone #.
- **Phone Last 4-Digits**—Numeric lookup by last 4 digits of phone #.
- **Invoice Number**—Allows lookup by an existing invoice number.
- **Customer ID**—Uses *Customer ID* number for lookup as established in the **CV** General Tab (ID field).
- **Item Tracking ID**—Uses the ScanTrac (HSL) barcode number.
- **Extended Lookup**—Uses *Extended Lookup* field information as established in the **CV** Details Tab.

Search On Buttons

- **Local Store**—Allows lookups for customers in the local store only.
- **All Stores**—This button temporarily overrides the *Local Store* button by including customers across all stores.
- **All Routes**—This button temporarily overrides the *Local Store* button by selecting route customers only.
- **Custom**—This button allows the selection of any single store or select group of stores.

Lookup Value Field

The two most common lookup formats are by phone (numeric) or by name (alphabetical), selected automatically based on the first character typed. The background field color turns *red* if a typed entry does not exist. Pressing the **Enter** key with a red background invokes the auto-add new customer mode.

Lookup Results List

The list of incrementally selected customers is displayed here. Using the **Up/Down Arrow** keys scrolls the highlight up and down within the list for manual selection. List contents are automatically sorted in ascending order (top down) based on lookup type.

- **Add a New Customer Button**—Pressing this button forces the **CV** to appear to directly add a new customer without first performing a lookup. To avoid duplicate name entries, use this button only when it is absolutely known that the customer is new and has not previously been entered in the database.

Customer Summary Button

When pressed, it displays the **CV** for the displayed customer.

Profile Indicators

Provides detailed customer status information.

VIP (Very Important Customer)—Blue if active.
CC (Credit Card)—Green if **CCOF** active, red if expired.
A/R (Accounts Receivable)—Green if active, red if charge restricted.
RT (Route)—Green if active, displays assigned route
CK (Checks)—Green if OK to take checks, red if no OK.
DL (Drivers License)—Green if license valid, red if expired.

In Process/Ready Indicators

Displays current piece count, order count, and value for all in-process and ready orders.

Active Orders Tab

Lists all orders with order status for the selected customer. This tab setting always remains at the last selected state.

Numeric Keypad Tab

Pressing this tab toggles to a keypad, facilitating touch screen phone number lookup entry and customer list selection navigation. This tab always remains at the last selected state.

USING CUSTOMER LOOKUP

Lookup-Select

- Looking up by phone number or name is automatic and based on what you initially type. Typing an "A" highlights the Customer Name button for an alpha lookup. Typing a "5" highlights the Phone Number button for a numeric lookup.
- The **Backspace** key removes typed entries one character at a time, while the **Enter** key accepts a typed entry.
- Lookup is incremental. If the user enters "JON", the results list is narrowed to display all last names beginning with "JON". Adding an "E" further narrows the displayed list to the names beginning with "JONE".
- Pressing the **Select [F12]** button selects the highlighted customer for further action. The **Up/Down Arrow** keys moves the highlight to any customer in the list for final selection.

Lookup-Add-Select

- If an entered match is not found, the lookup background value field color turns red.
- Pressing **Enter** at this point prompts to add this as a new customer. The red background helps identify entered values to the user as new or not previously existing.

Lookup-Modify-Select

- Pressing the **Customer** button for a selected customer displays the **CV**. From this view, customer information can be changed.
- Changed information is updated only if the OK button is pressed.
- The **Cancel** button exits to the Lookup view without saving changes.

Lookup from Barcode Scan

Scanning an existing barcoded invoice number bypasses the lookup process entirely and moves directly to the selected function.

- **Detailing a Quick Ticket**—Scanning a Quick ticket at **CL** during a Detail step passes the Quick ticket number to the Detail invoice number then immediately displays the Detail view in preparation for order mark-in. The **VI** contains a blank beginning invoice.
- **Re-Detailing a Detailed Invoice**—Scanning a Detailed invoice at **CL** during a Detail step immediately displays the Detail view in preparation for order re-Detail. The **VI** contains the original invoice. Re-Detailing an existing order is more efficient than the alternative; voiding the entire order then starting over.

MAINTENANCE

Direct customer maintenance operations can be accomplished quickly as part of an order processing step as discussed above, or the more direct approach may be to use the **Customer Maintenance** utility found in the **Menu [F3]** function. The customer maintenance utility displays all customers including inactive customers. The **CL** view in all other areas of the system, such as Quick, Detail, Pickup, etc., list only active customers.

Adding a New Customer

From Customer Maintenance Function

01 Select **Menu [F3]** button—>Menu view
02 Select **Customer Maintenance** button—>Security dialog
03 Enter clerk **PIN**—>**CL** view
04 Select **Add a New Customer** button—>**CV** view
05 Enter related customer information (* fields required)
06 Select **OK [F12]** to add new customer—>Menu view

From Order Processing Step

01 Select any order processing button—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select **Add a New Customer** button—>**CV** view
04 Enter related customer information (* fields required)
05 Select **OK [F12]** to add new customer—>next view in the step
06 Select **Cancel [Esc]** to exit—>**HP** view

Editing an Existing Customer

From Customer Maintenance Menu

01 Select **Menu [F3]** button—>Menu view
02 Select **Customer Maintenance** button—>Security dialog
03 Enter clerk **PIN**—>**CL** view
04 Highlight a customer in the list
05 Select the "OK"—>**CV** view
06 Change customer information where necessary
07 Select **OK [F12]** to save changes—>Menu view

From Order Processing Step

01 Select any order processing button—>**CL** view
02 Highlight a customer in the list
03 Select **Customer Summary [F8]** button displaying name—>**CV** view
04 Change customer information where necessary
05 Select **[F12]** to save changes and continue to next step
06 Select **Cancel [Esc]** to exit—>**HP** view

Activate for Route Delivery

01 Select **HP** **Delivery** tab—>Route view
02 Select Route for customer addition—>Stop list
03 Select **Insert Stop** button—>**CL** view
04 Select customer to be added to selected route—>Route Stop view
05 Enter route stop number and associated information
06 Select **OK [F12]** button to add customer—> Route view

Activate for A/R charging

01 Select **CV** A/R tab
02 Select Account Type as *Master* or *Sub*
03 Select a Billing Group
04 Use default Account # or select new with **Copy from ID** button
05 Enter an Account Limit if desired (0.00 is unlimited amount)
06 Select **OK [F12]** button to activate

Activate for CCOF

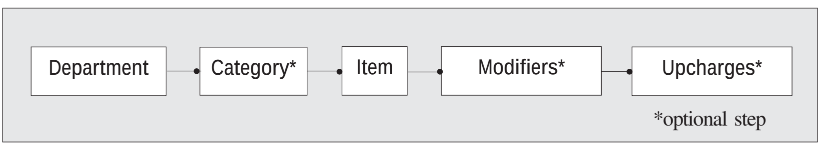
01 Select the **CV** General tab
02 Enter or scan the credit card number and expiration date
03 Select when credit card is used for payment at Usage field

Order Production

OVERVIEW

Order production functions are accessed from the *Home Page* (**HP**) which continually displays updated order production information such as problem alerts, recent transactions, production workflow, sales summaries, and statistical graphing. During order production, SPOT assigns each in-process order a *Status* indicator, which is automatically updated at each production step. Status indicators are used to automate production processes as well as inform the user of order progress. Barcodes are printed on all appropriate forms.

Each order production step view contains a rendering of the actual printed order invoice, called the *Visual Invoice* (**VI**). The visual invoice shows the mark-in detail for the selected order as well as a history of any modification, such as voids. The printed invoice contains only customer-pertinent information without watermarks. Access to individual functions can be **PIN** protected by activating the *Security* system.



Basic Pricing Structure

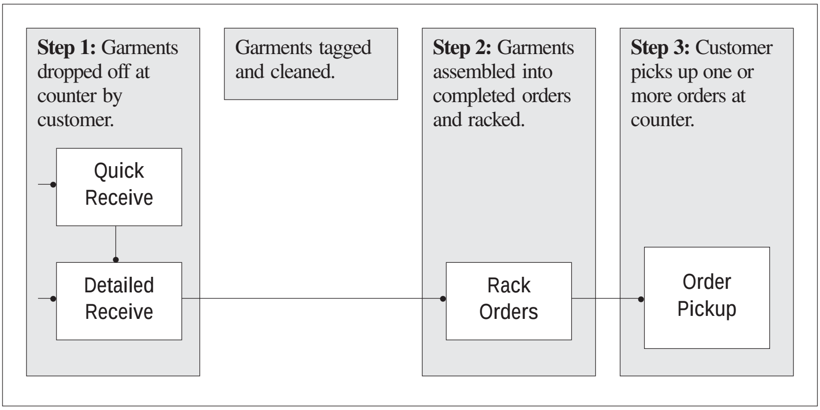
Pricing Structure

The SPOT editor allows initial entry and maintenance of any defined price table for customized pricing structures. Different price tables can be assigned to selected customers. When a customer is selected for order mark-in, the associated price table for that customer is automatically selected. Special pricing features, such as *Price & Describe* and *Price Later* are available. The basic price structure uses the following elements listed in order of use:

- **Department**—The highest level of selection. Usually contains choices such as: *Drycleaning, Laundry, Household, and Leather*.
- **Category**—The next level of selection. For the selected department of Drycleaning, these choices might include: *Pants, Dress, Suit, Skirt, Vest, and Ties*.
- **Item**—The next level of selection and where the actual garment cleaning price is assigned. For the selected category of Dress, these choices might include: *Long, Formal, and Fancy*.

- **Modifiers**—An optional level of selection, modifiers are comprised of four definable tables, usually called: *Colors*, *Patterns*, *Fabric*, and *Brands*. Priced modifiers are available. Multiple colors can be selected.
- **Upcharges**—An optional level of selection, upcharges are item-specific selection lists containing descriptions and pricing that adjust the item amount. For the selected item of *Formal*, choices might include: *Lined*, *Unlined*, *Sequins*, *Beads*, and *Fur Collar*. Multiple upcharges can be selected. Upcharge pricing types include: *flat, +/- amount, +/- percentage, dimensional, and quantity* (i.e., upcharge per pleat).

Marking-in an order consists of selecting a Department, Category, Item, Modifiers, and Upcharges for each garment. The process might include the following selections: *Dryclean*, *Pant*, *Jeans*, *Blue*, *Solid*, *Denim*, *Chaps*, *Cuffs*. For shirts it might include only: *Laundry, White*. Price table structures can be created small and streamlined, or large and complex.



Basic Production Steps

Production Steps

- **STEP 1: Receive Orders—**The Quick [1] button is optionally used to speed up the entry process during high-traffic times or when full order mark-in occurs at a location other than the front counter. The result of this step is a non-priced order with limited information such as Customer, Department, and number of Items. A bag ticket and customer claim check with a unique barcoded ticket number is also printed. Status = *Quicked*.

Orders initially received using the Quick function must be subsequently marked-in using the **Detail [2]** button then scanning the bag ticket. Detail is a mandatory step that can be used directly, bypassing the Quick step altogether. The Detail step fully prices and describes received items. The result of this step is an automatically printed order invoice and claim check containing all necessary information needed to track, assemble, and sell the order. The printed invoice contains a unique barcoded invoice number. Status = *Detailed*.

Price quotes are available using the **Quote [5]** button. This optional production step is the same as Detail, but without requiring initial customer selection. A quote can easily be turned into a detailed invoice at the end of the quoting step. No Status is associated with this function, unless it is converted to a detailed order.

- **STEP 2: Rack Completed Orders—**The **Rack [3]** button is used to assign completed orders to a conveyor, slick rail, or other location type. Multiple location types can be defined in SPOT to streamline the racking process. Racking can be performed either manually using keyboard entry or by barcode scanning. Barcoded labels are available for conveyor links, minimizing errors during the racking process. Status = *Ready*.
- **STEP 3: Order Pickup—**Use the **Pickup [4]** button to sell orders to customers. The order Pickup view displays a list of all orders ready for pickup, eliminating the need for a visual file. Orders requiring modification prior to pickup can quickly be selected, viewed, and changed. Specialty order actions such as *Pickup Now Pay Later (PNP)* can easily be applied to selected orders. Selectable tender types are available, such as Cash, **CC**, **CCOF**, or On Account. An order *Pick List* automatically prints to enhance order retrieval. Status = *Sold*.

Order Exceptions

The order **Search [F2]** button provides a quick way to find and list orders selected by customer, order number, tag number, garment description, rack location, HSL, route, and predefined advanced filter type. This is an instant access work-in-process reporting utility. Several functions such as Alerts use this view to display order list results. The **Item View [F6]** button allows changes to garment-specific entries such as price, quantity, comments, modifiers, etc. The **Order View [F7]** button allows changes to entire orders such as adjustments, comments, discounts, coupons, etc. These function buttons are most commonly found on the **VI**. Other tasks, such as changing orders incorrectly assigned to a customer, voiding orders, splitting an item from a larger order, and performing a redo are also available within order view.

A/R–Accounts Receivable **CC**–Credit Card **CCOF**–Credit Card On File **CV**–Customer View

Other Functions

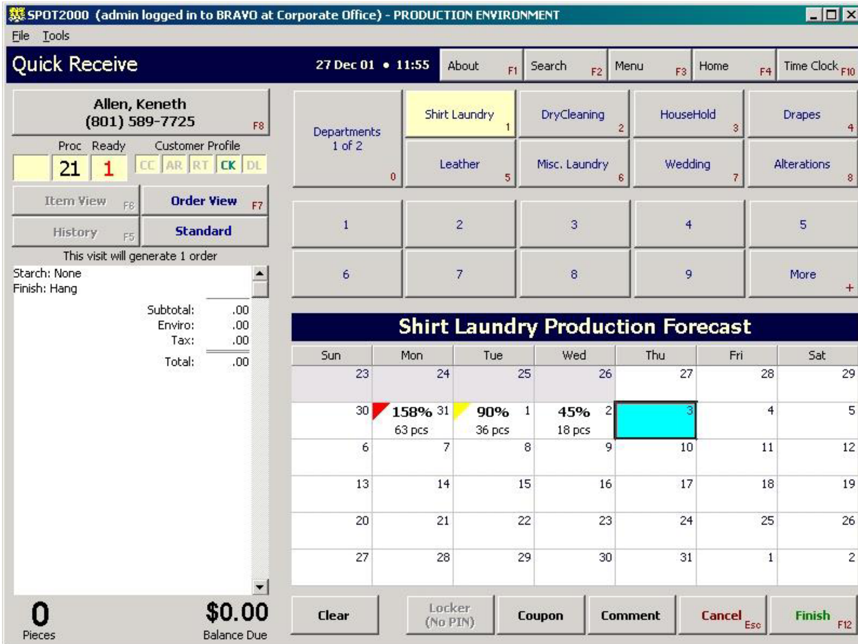
The **Merchandise [6]** button creates a unique prepaid sales invoice selected by UPC barcode or SKU number. It is also available during the order Pickup process. The **Process Steps [7]** button allows access to any additional user-defined production steps.

Tracking

SPOT provides tracking at both order and item level. Item level tracking is made possible by barcoded Heat Seal Label (**HSL**), demand perma-fiber tag, or RFID.

Intelligent Splitting

The optional and fully automatic intelligent invoice splitting feature eliminates the need to presort received garments. The result of intelligent invoice splitting is multiple printed invoices each with a unique invoice number. Intelligent splitting rules – by departments, pieces, and promised dates – are independently configurable for the Quick and Detail production steps. Intelligent invoice splitting for either step can be deactivated altogether if desired. The *Split* button on the Detail view forces splitting to occur when pressed, deactivating automatic splitting for the current order only.



Quick Receive View

QUICK RECEIVE

Quick Receiving an Order

01 Select Quick [1] from **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select or add new customer—>Quick view
04 Select Department
05 Select item quantity
06 Repeat steps 4–5 for all items
07 Select the Finish [F12] button—>claim checks print, **HP** view

Change Order Promised Date for Current Item

01 The current **VI** item remains selected until next Department
02 Select new date in Production Forecaster

Change Order Promised Date for any Item

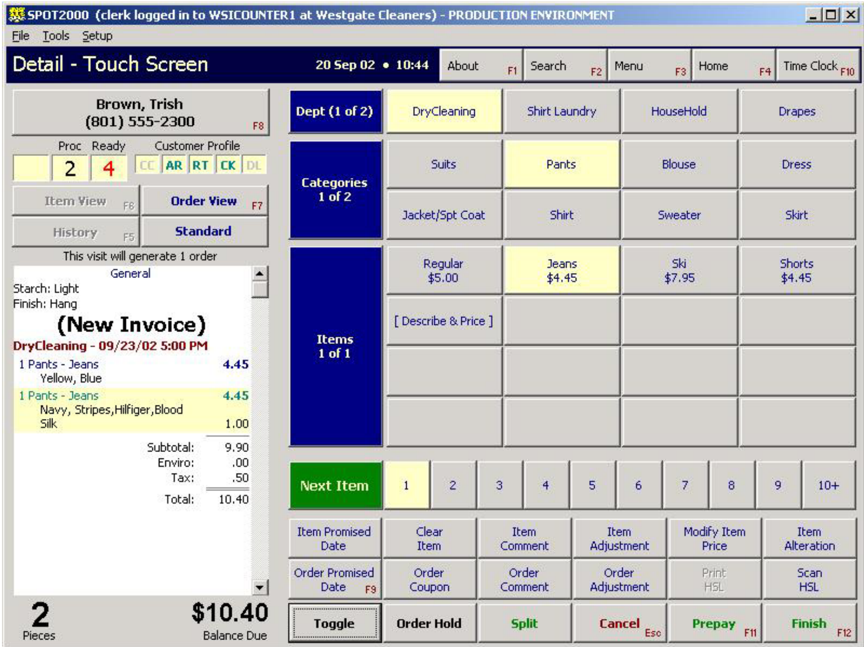
01 Select **VI** item for date change
02 Select the new date in the Production Forecaster
03 Repeat steps 1–2 for other items

Applying an Order-level Coupon

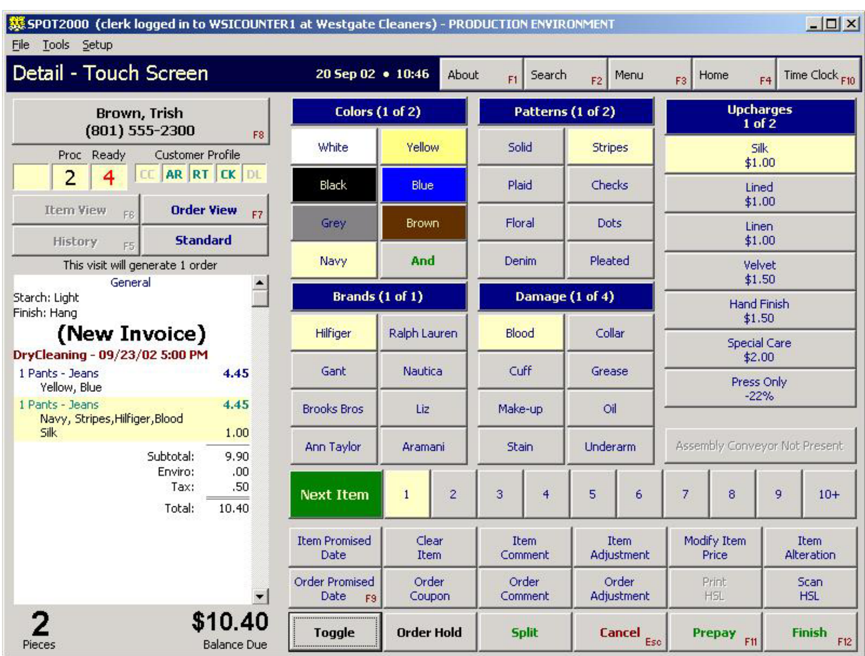
01 Select **Coupon** button—>Order View, Coupon tab displayed
02 Select predefined coupon or enter manual coupon
03 Select **Apply [F12]** to add coupon and return to Quick
(NOTE: Since Quicks are not priced, coupons are applied at Detail.)

Adding an Order-level Comment

01 Select **Comment** button—>Order View, Comment tab displayed
02 Select predefined comment or enter manual comment
03 Select **Apply [F12]** to add comment and return to Quick



*Touch Screen Order Detail View—**Item Selection***



*Touch Screen Order Detail View—**Modifier Selection***

 A/R–Accounts Receivable **CC**–Credit Card **CCOF**–Credit Card On File **CV**–Customer View

DETAIL RECEIVE

Detailing an Order with no Prior Quick

If the selected customer has orders ready for pickup, a prompt will occur at the end

01 Choose **Detail [2]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select or add new customer—>Item Detail view
04 Select Department
05 Select Category
06 Select Item—>Modifier Detail view
07 Select Color(s), Pattern, Brand, Fabric
08 Select Upcharge(s)
09 Select Quantity if other than 1 (always defaults to 1)
10 Select **Next Item** button and repeat steps 4–9 for additional items
11 Select the **Finish [F12]** button—>invoice prints, **HP** view

(NOTE: Under configuration control, an Order Pickup dialog can occur at the end of this process if the customer has orders ready for pickup.)

Detailing an Order from a Quick

01 Choose **Detail [2]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Scan Quick invoice number—>Item Detail view
04 Select Department
05 Select Category
06 Select Item—>Modifier Detail view
07 Select Color(s), Pattern, Brand, Fabric
08 Select Upcharge(s)
09 Select Quantity if other than 1 (always defaults to 1)
10 Select **Next Item** button and repeat steps 4–9 for additional items
11 Select the **Finish [F12]** button—>invoice prints, **HP** view

(NOTE: Under configuration control, an Order Pickup dialog can occur at the end of this process if the customer has orders ready for pickup.)

Toggling Between Item/Modifier Views

01 Select **Toggle** button from Modifier view to display Item view
02 Select **Toggle** button from Item view to display Modifier view

Placing an Order on Hold

01 Select the **Hold** button to suspend detailing—>**HP** view
02 Use any other system function, such as order pickup
03 Select the **HP Detail-Hold [2]** button to resume detailing

(NOTE: The Hold button is active only after one item is detailed)

Prepaying an Order

01 Select the **Prepay** button to force payment—>Pickup view
02 Apply full or partial prepayment
03 Cash drawer opens, invoice prints with balance due—>**HP** view
(NOTE: Prepaid orders show zero balance, but remain active until sold.)

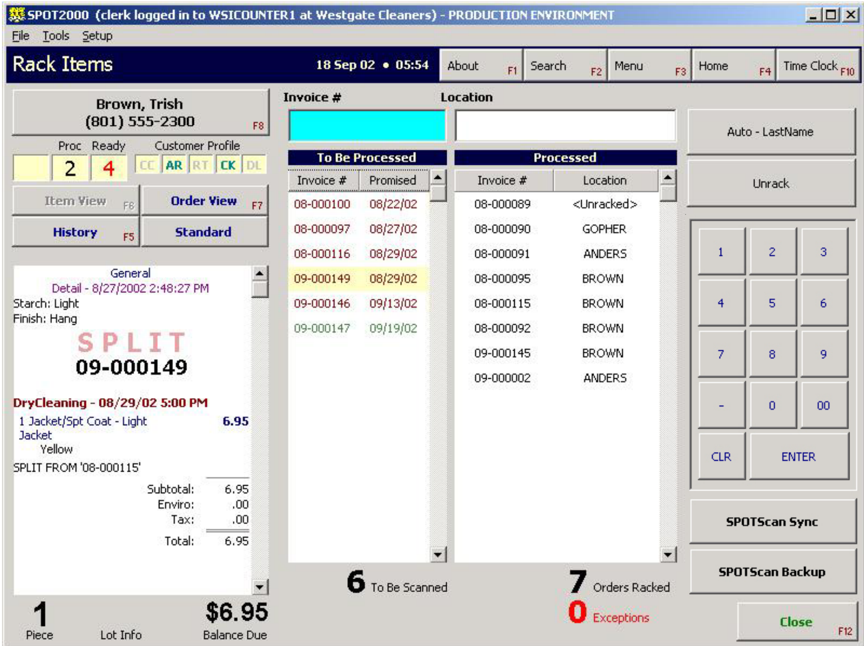
ORDER QUOTING

Quote Only

01 Choose **Quote [5]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>Item Detail view
03 Select Department
04 Select Category
05 Select Item—>Modifier Detail view
06 Select Color(s), Pattern, Brand, Fabric
07 Select Upcharge(s)
08 Select Quantity if other than 1 (always defaults to 1)
09 Select **Next Item** button and repeat steps 3–8 for additional items
10 Select the **Finish [F12]** button
11 Select **No [Esc]** at the **Create Invoice?** dialog—>**HP** view

Quote to New Order

01 Choose **Quote [5]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>Item Detail view
03 Select Department
04 Select Category
05 Select Item—>Modifier Detail view
06 Select Color(s), Pattern, Brand, Fabric
07 Select Upcharge(s)
08 Select Quantity if other than 1 (always defaults to 1)
09 Select **Next Item** button and repeat steps 3–8 for additional items
10 Select the **Finish [F12]** button
11 Select **Yes [F12]** at the **Create Invoice?** dialog—>**CL** view
12 Select or add new customer—>**HP** view



Order Racking View

RACKING ORDERS

Racking Orders to a Conveyor

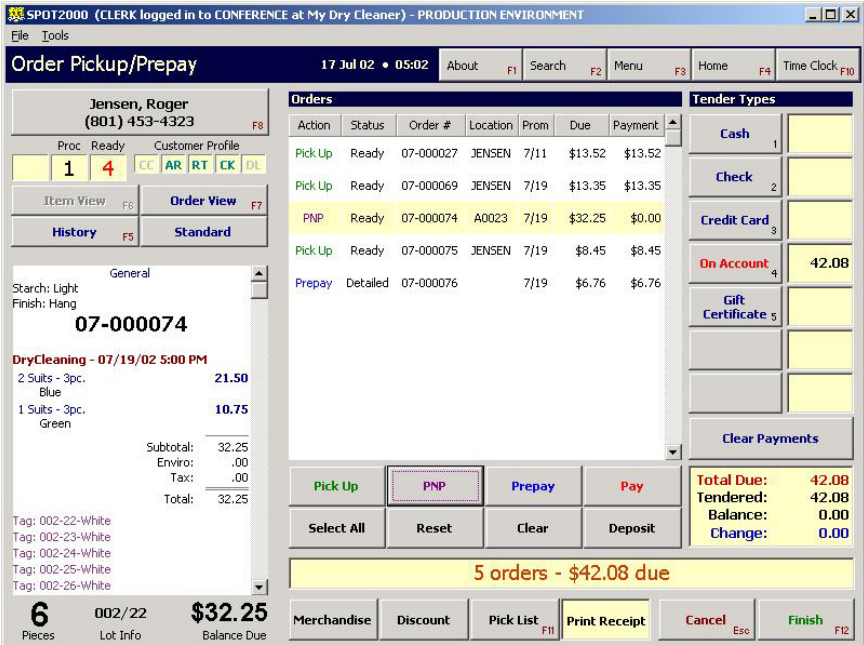
01 Choose **Rack [3]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>Rack view
03 Select Conveyor racking function
04 Scan/Enter the order number—>Location field
05 Scan/Enter the conveyor location number—>Invoice field
06 Repeat steps 3–4 for all completed orders
07 Select the **Close [F12]** button—>**HP** view

Racking Orders to Automatic Location

01 Choose **Rack [3]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>Rack view
03 Select an Automatic racking function
04 Scan/Enter the order number—>Location field
05 Repeat step 4 for all completed orders
06 Select the **Close [F12]** button—>**HP** view

Racking Orders with SPOTscan

01 Choose **Rack [3]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>Rack view
03 Use SPOTscan in the Rack mode and scan all orders
04 Connect SPOTscan to docking station
05 Select **SPOTscan Sync** button—>Sync dialog
06 Select **OK** to begin download
07 Press the **Upload** button on SPOTscan
08 Select the **Close [F12]** button—>**HP** view



Order Pickup View

ORDER PICKUP

Picking Up Orders by Cash/Check/CC

01 Choose **Pickup [4]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select customer or Scan claim check—>Pickup view, Ready orders marked
04 Modify orders to be picked up with **Mark/Unmark** if necessary
05 Select Tender Type—>Tender Entry
06 Enter the amount received and check number
07 Select the **Finish [F12]** button—>cash drawer opens, **HP** view

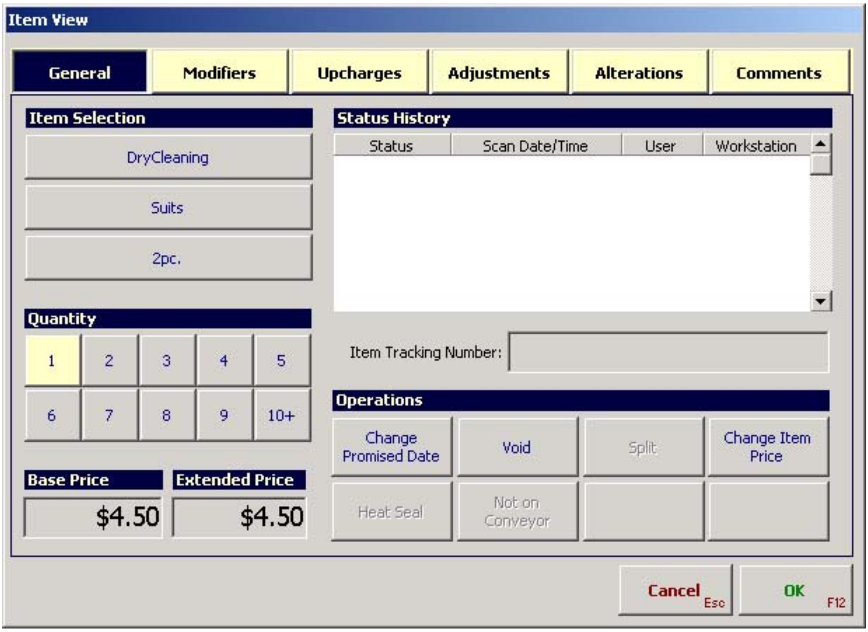
(NOTE: The cash drawer can be set to open only for cash transactions, checks and ***CC*** *receipts are placed in the cash drawer through front slots.)*

Picking Up Orders by CCOF

01 Choose **Pickup [4]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select customer or Scan claim check—>Pickup view, Ready orders marked
04 Modify orders to be picked up with **Mark/Unmark** if necessary
05 **CC** button automatically highlighted with red card type
06 Select the **Finish [F12]** button—>**CCOF** view, **HP** view

Picking Up Orders on A/R

01 Choose **Pickup [4]** from the **HP** view—>Security dialog
02 Enter clerk **PIN**—>**CL** view
03 Select customer or Scan claim check—>Pickup view, Ready orders marked
04 Modify orders to be picked up with **Mark/Unmark** if necessary
05 **A/R** button automatically highlighted in red
06 Select the **Finish [F12]** button—>orders post, **HP** view



*Item View—**General Tab***

Exception Handling

ITEM VIEW

Item-level changes are accessed via the **VI Item View [F6]** button – active only after selecting the item to be changed in the **VI**. The following descriptions assume the Item View has been selected, displaying the *General* tab. Press the **OK [F12]** button to exit the Item View and update changes or the **Cancel [Esc]** button to exit with no changes.

Change Department, Category, or Item

01 Select Department, Category, or Item button—>List dialog
02 Select a new choice from the list
03 Button changes to the new choice

Change Quantity

01 Select a new quantity using the **[1]–[10+]** buttons
02 Extended Price field changes reflecting new quantity

Change Promised Date or Time

01 Select the **Change Promised Date** Task button—>Calendar view
02 Select new time using [-] and [+] buttons
03 Select new date by pressing day button—>General tab

Void Single Item, Single Quantity

01 Select Item in **VI**—>Item highlighted yellow
02 Select the **Void** Task button—>Void dialog
03 Select **Item [F12]** button to void item—>Void Reason list
04 Select Void Reason from list—>"Void" watermark appears on **VI**
05 Select **OK [F12]** to save void change—>Invoice print dialog
06 Select **Yes [F12]** to reprint voided invoice
(NOTE: Voiding the only item on an order effectively voids the entire order.)

Void Single Item, Multiple Quantity

01 Select Item in **VI**—>Item highlighted yellow
02 Select the **Void** Task button—>Void dialog
03 Select **Item [F12]** button to void item—>Void Reason list
04 Select Void Reason from list—>Void quantity dialog
05 Enter void Quantity—>"Void" watermark appears on **VI**
06 Select **OK [F12]** to save void change—>Invoice print dialog
07 Select **Yes [F12]** to reprint voided invoice

Change Item Price

01 Select **Change Item Price** button—>Change Price dialog
02 Highlight price field, enter new price
03 Select **Finish [F12]** to change—>new price shows in **VI**

Change/Add Descriptors

01 Select Descriptors tab
02 Select Descriptor from the Descriptor Type list
03 Select new Descriptor
04 Repeat steps 2–3 for other descriptor types
(NOTE: Multiple color descriptors can be selected.)

Change/Add Upcharges

01 Select Upcharges tab
02 Select new Upcharge (non-list)
03 Select Upcharge (list)—> Upcharge List view
04 Select Upcharge type from list
(NOTE: Multiple upcharges can be selected.)

Change/Add Adjustments

01 Select Adjustments tab
02 Select new predefined Adjustment
03 Select **Manual Adjustment** button—>Manual Adjustment view
04 Enter Adjustment text
05 Enter amount
06 Select % to change to a percentage

Change/Add Alterations

01 Select Alterations tab
02 Select Alteration

(NOTE: Adding an alteration to an item does not affect piece count.)

Change/Add Comments

01 Select Comments tab
02 Select a predefined Comment
03 Enter a Manual Comment

*Order View—**General Tab***

ORDER VIEW

Order-level changes are accessed via the **VI Order View [F7]** button. The following descriptions assume the Order View is selected, displaying the General tab. Upon entry of the Order View, all tabs contain currently selected order-level data. Press the **OK [F12]** button to exit the Order View and update changes or the **Cancel [Esc]** button to exit with no changes.

Reprint an Invoice

01 Select the **Reprint Invoice [F9]** Task button

Reprint Demand Tags

01 Select the **Preprint Tags** Task button

(NOTE: Active only for demand printed tag configuration.)

Void an Order

01 Select **Void** Task button—>Void Reason list
02 Select Void Reason, press **OK**—>"Void" watermark appears on **VI**
03 Select **OK [F12]** to save voided invoice—>Void print dialog
04 Select **Yes [F12]** to reprint invoice

Redo an Order

01 Select Item in **VI**—>Item highlighted yellow
02 Select **Redo** Task button—>Redo Verification dialog
03 Select **Yes [F12]** to confirm redo action—>Redo Reason list
04 Select Redo Reason
05 Select **OK [F12]** button to complete redo

Make Payment Against an Order

01 Select **Make Payment** Task button—>Make Payment dialog
02 Select Tender Type
03 Enter amount received
04 Select **Finish [F12]** button—>General tab

Assign Order to a Different Customer

01 Select **Reassign Customer** Task button—>**CL** view
02 Select customer for order reassignment
03 Select **Finish [F12]** button
04 Select **Yes [F12]** button to confirm reassignment—>General tab

Split Items to a New Invoice

01 Select **Split** Task button—>Split Invoice dialog
02 Select item to split from current invoice
03 Select **Split>>** button to split item to new invoice
04 Select item to restore to original invoice
05 Select **<<Restore** button to restore split item
06 Select **OK [F12]** button to complete split—>invoices printed

(NOTE: Restore will not work after a split has occurred.)

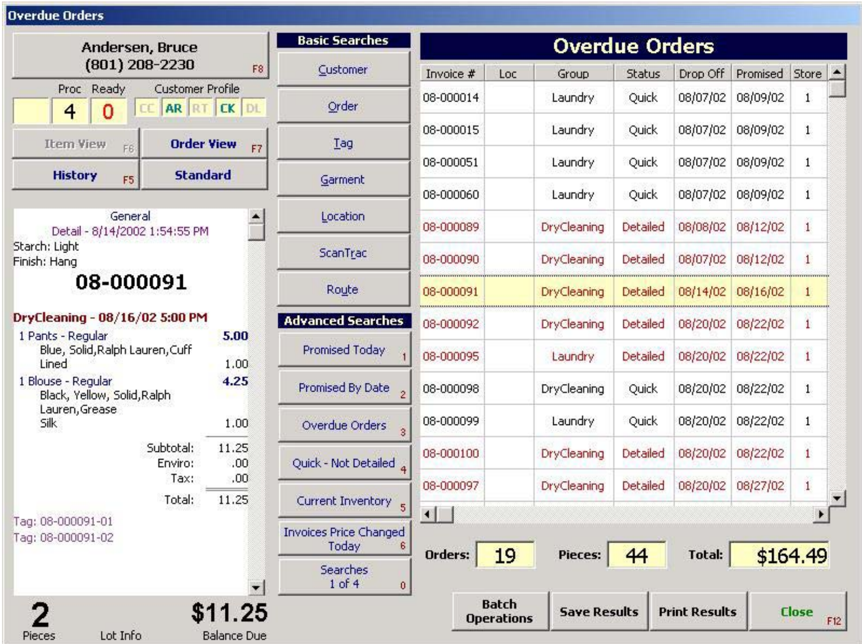
View Associated Orders in Original Visit

The collection of orders automatically split into several invoices as the result of the Intelligent Invoice Splitting function is called a visit.

01 Select **Visit History** Task button to view visit orders—>Search view
02 Select **Close [F12]** to exit Search view—>General tab

Change Order Promised Date

01 Select the **Change Promised Date** Task button—>Calendar view
02 Select new time using **[-]** and **[+]** buttons
03 Select new date by pressing day button—>General tab



Order Search View

ORDER SEARCHES

Basic Searches

Basic searches normally require some form of additional input. For example, searching for orders by customer requires the **CL** view in order to display the results. Each search results in a list of orders filtered by the selected *Basic* search type.

- **Customer**—Displays a list of all orders for the selected customer.
- **Invoice Number**—Displays the selected order only.
- **Tag**—Displays the order associated with a preprinted tag number.
- **Garment**—Displays a list of orders based on garment description.
- **Location**—Displays orders racked at selected conveyor locations.
- **Route**—Displays all orders in process for the selected route.

Advanced Searches

Advanced search functions mimic several of the *Alert* buttons. Press the **Searches (1 of X)** button for more searches (other groups of buttons exist only if X is greater than 1).

Route Manager View

Route Manager

This view provides access to route management functions. Orders are marked in as a normal counter order via the Detail function. Once a customer has been assigned a route and stop number, the rest of the process is fairly automatic, consisting of four basic steps:

1. Pickup and Detail new orders.
2. Print route manifest, deliver orders.
3. Post delivered orders.
4. Print billing statements on billing cycle.

Route Selection Buttons

These buttons allow quick access to each defined route stop list. Press the **Routes (1 of X)** button for additional routes (more exist if X is greater than 1).

Route Stop List

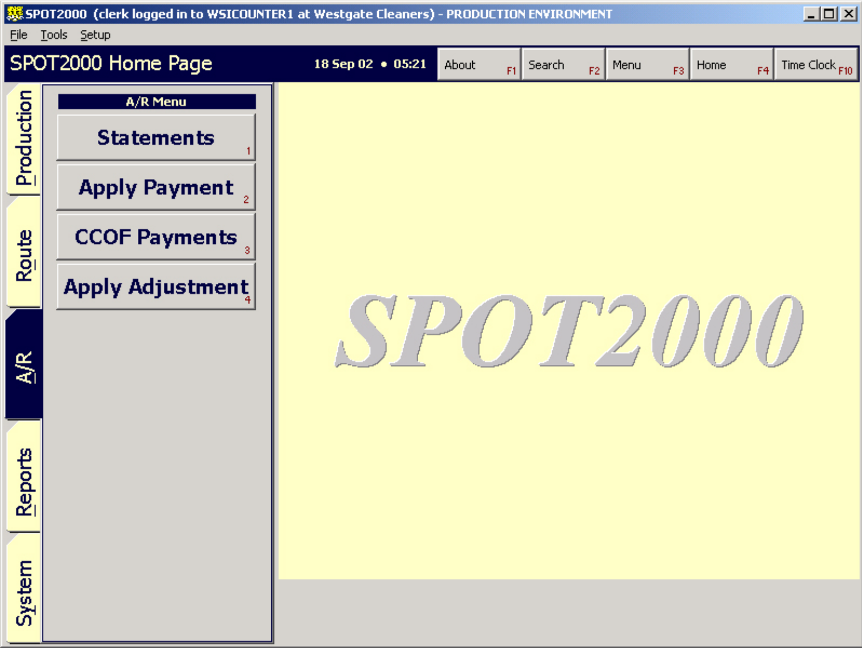
Displays the list of stops for the selected route. The route manager allows for commercial customers located in the same building complex to have the same route stop number and is treated as a delivery group.

Process Buttons

All process functions listed below are relative to the selected route. Grayed-out buttons are inactive until a stop from the *Route Stop List* is selected.

- **Insert Stop**—Allows a customer to be added to the stop list.
- **Edit Stop**—Allows editing of selected stop properties.
- **Remove Stop**—Removes a stop and re-sequences the stop list.
- **Print Bag Tags**—Prints a barcoded ID form for route bag pouch.
- **Customer View [F8]**—Accesses **CV** for customer information edit.
- **Move Stops**—Allows customer(s) to be moved to new stop(s).
- **Print Route Report**—Prints a list of customers sorted by stop.
- **SPOTmap**—Accesses the optional route mapping function.

- **Delivery Manifest**—Prints delivery manifest ordered by stop.
- **Post Orders**—Closes all delivered orders.
- **View Orders**—Displays the Search function, listing route orders.
- **Close [F12]**—Exits the Route function and returns to **HP**.

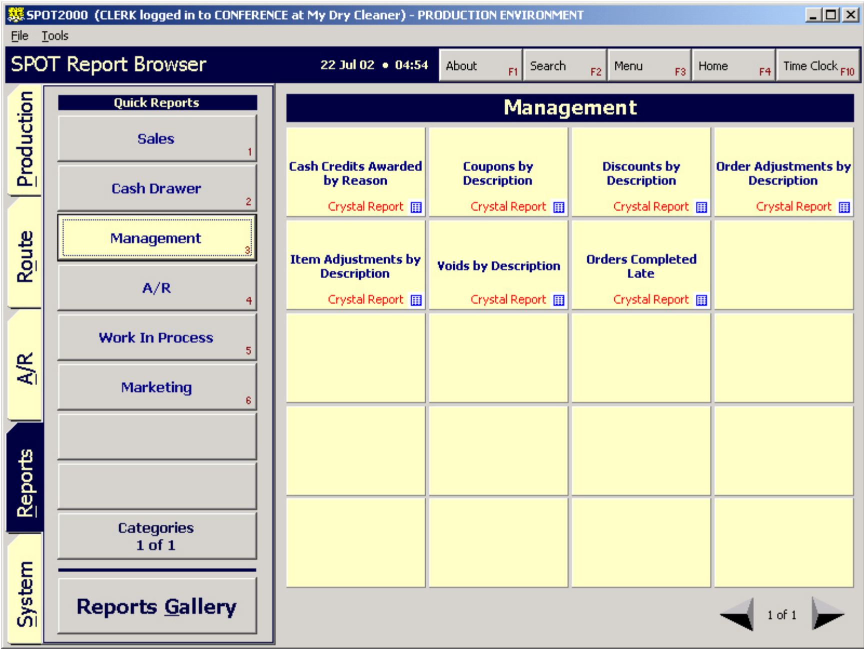


*Accounts Receivable (***A/R***) Menu View*

A/R Processing

The **A/R** functionality is integrated into SPOT and consists of the following basic steps:

1 Set up a customer for **A/R** charges.
2 Charge orders to account via Pickup or Route posting.
3 Print billing statements.
4 Apply adjustments to **A/R** account (optional).
5 Apply payments received against outstanding amounts due.



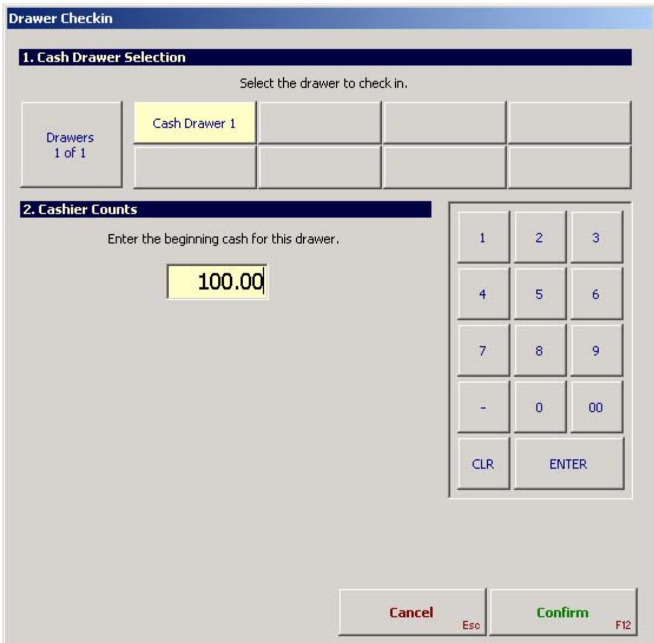
Quick Reports View

Reporting

Quick Reports

This view is accessed by selecting the **Reports** tab from **HP**. This interface allows the user to create a list of major report categories (in any order), then define the list of actual report buttons that appear for selection (in any order). Once a report is selected, it is displayed in an on-screen view with printing optional. All reports function in the same manner.

1. Report selection.
2. Report display to monitor.
3. Optionally print report.



Cash Drawer Checkin View

System Utilities

DRAWER CHECKIN

This is used to assign a physical cash drawer to a clerk and allow that clerk to enter the beginning balance for the drawer (optional). A clerk will not have access to any order processing functions involving cash transactions through the drawer without this step.

Drawer Selection

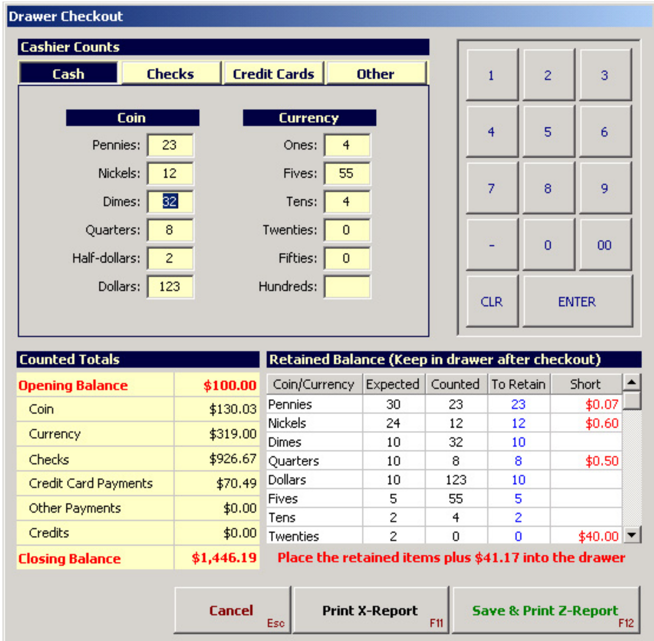
Under configuration, cash drawers are named (i.e., *Cash Drawer 1*, *Cash Drawer 2*, *Counter 1*, *Counter 2*, etc). Once selected, the drawer is active for use until released by the *Checkout* process. Press the **Drawers (1 of X)** button for additional choices (other groups exist if X is greater than 1).

Opening Balance

Enter the beginning amount actually counted for the selected drawer. This amount appears as the *Opening Balance* in *Checkout* function.

Numeric Pad

Used to enter the opening amount as an alternative to the keyboard.



Cash Drawer Checkout View

DRAWER CHECKOUT

At the end of an employee shift or close of the business day, this view provides a blind coin count reconciliation of a cash drawer. **PIN** access to this view selects the drawer assigned to the clerk.

Cashier Counts Tabs

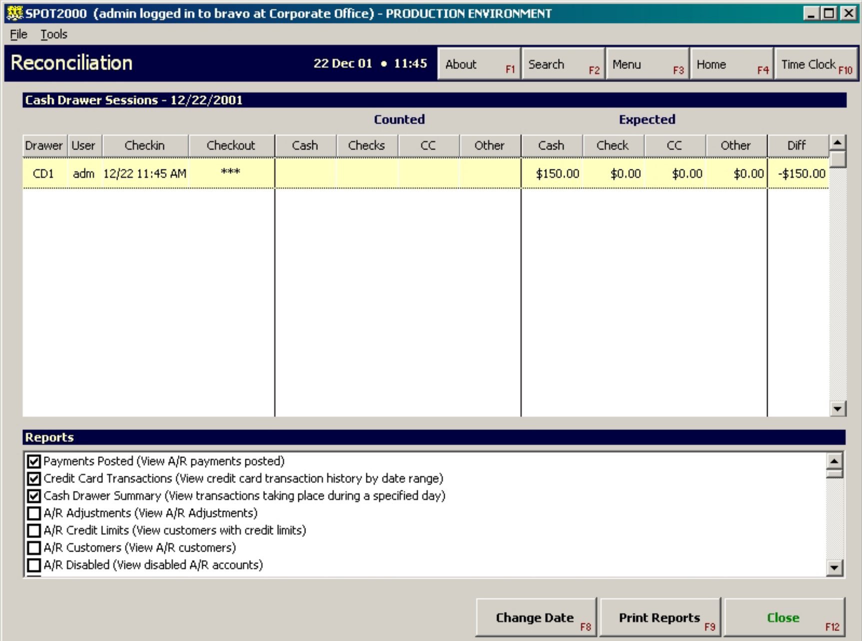
Selects the tender type reconciliation view for Cash (default), Checks, **CC**s, and Other. The default Cash tab is unique allowing for piece count entry. Checks, **CC**, and Other tabs are list views designed to verify the presence of each item with checkmarks and showing line item details.

Cash Piece Count Entry

Blind drawer reconciliation is accomplished by counting cash denomination pieces only. Enter coin and currency piece counts in each respective field.

Counted Totals

As each tender type is entered in the Cashier Counts area, the system calculates amounts, entering each into the appropriate tender total field. Also displayed here is the *Opening Balance* as entered during Checkin for this drawer as well as the *Closing Balance*.



Reconciliation View

DRAWER RECONCILIATION

This view lists the current status of all active and closed cash drawer sessions in real-time for the specified day only.

Drawer Sessions List

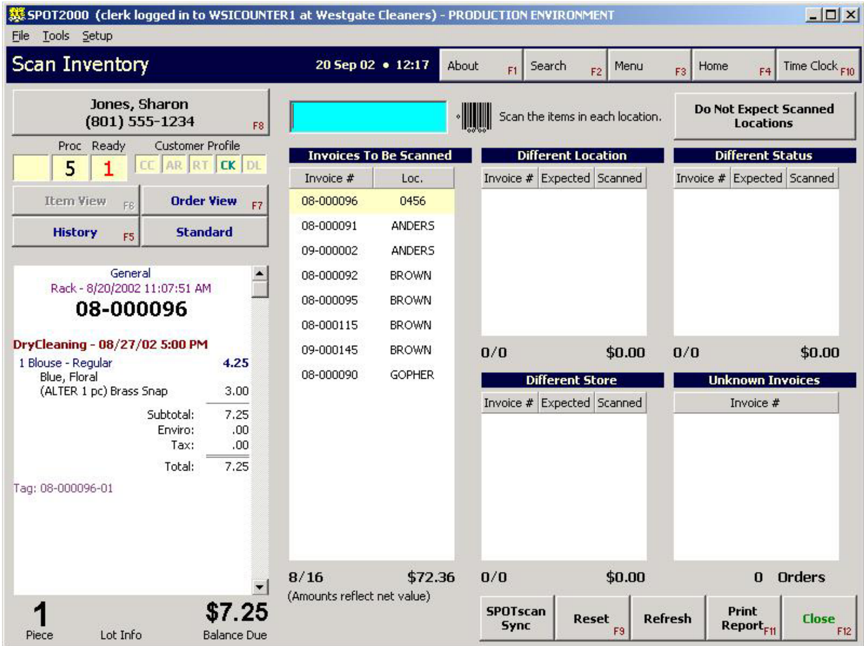
Shows drawer activity summary. Drawers in current use display Expected totals only (transacted totals), while reconciled drawers display *Counted*, *Expected*, and *Diff* (the difference between counted and expected) totals.

Reports List

Displays the list of available reports. Checkmarks select any report or series of reports to be included in the printed reconciliation group.

Process Buttons

- **Change Date [F8]**—Prints a trial cash drawer settlement prior to checkout without zeroing drawer totals.
- **Print Reports Button [F9]**—All reports checkmarked in the Reports list will print automatically, one after the other.
- **Close [F12]**—Exits back to **HP** view.



Physical Inventory Utility View

PHYSICAL INVENTORY

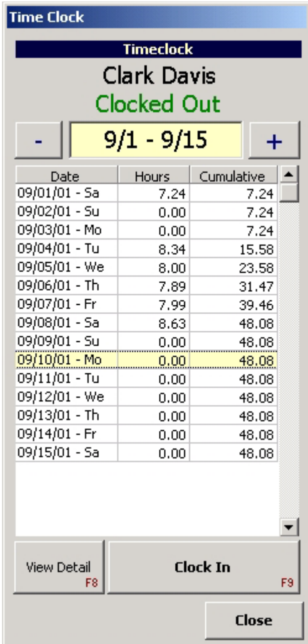
Inventory by Report

Select via the **Manual Inventory Racked Items [A]** (completed orders only) or **Manual Inventory Entire Store [B]** (completed orders + orders in process) buttons in the **HP System** tab. A report is generated sorted by rack location number with physical inventory proceeding as follows:

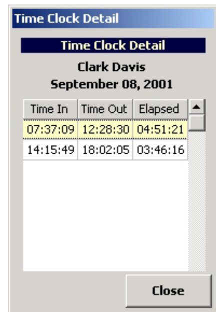
1. Checkmark all orders found as expected
2. Orders not found as expected remain for verification

Inventory by Barcode

Select this function via the **Scan Inventory [C]** button in the **HP System** tab. Upon entry to this view, an inventory cutoff date dialog appears. A snapshot of the status of all in-process orders known to the computer as of this cutoff date is then memorized as the comparison list to scanned physical orders. Memorized orders are displayed in the "Invoices To be Scanned" list. Scanned orders found in inventory as expected are simply removed from the list. Orders not found as expected are moved to an appropriate exception list. This utility can be exited and reentered without losing prior scans.



Time Clock Dialog



Time Clock Detail

TIME CLOCK

The time clock is accessed via the **Time Clock [F10]** function button and is always active, so clerks can clock in/out from any workstation at any time.

1. Press **Time Clock [F10]** button.
2. Enter clerk **PIN.**
3. Press **Clock In/Out [F9]** Button.

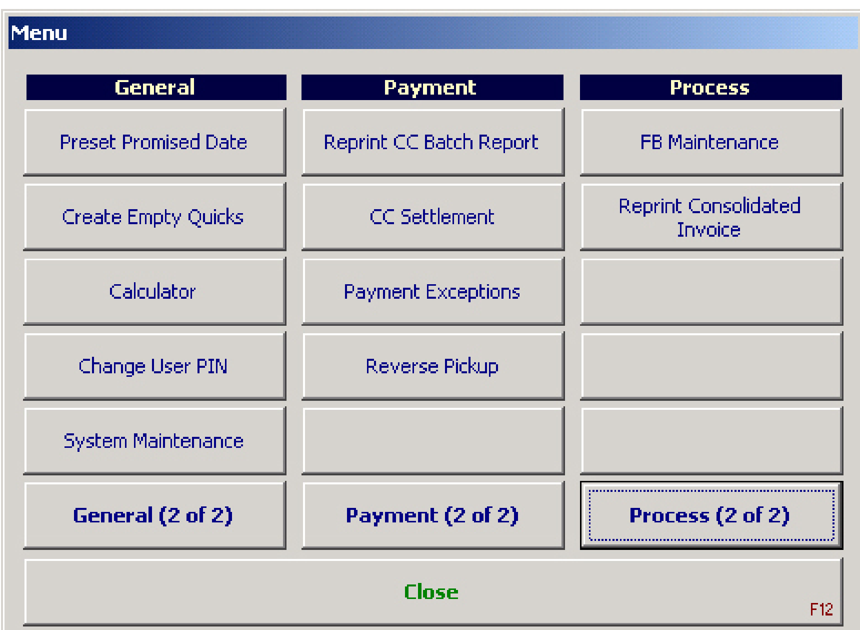
Name and Status

Displays the name of the clerk and current clock in/out status.

Pay Period

The +/- buttons allow display of other than the current pay period. Time clock entries are view-only and can't be changed. Only authorized users can edit time clock entries using the **Menu [F3]** button. Pay periods must be configured prior to use.

*Menu Utility Dialog—**Buttons 1 of 2***



*Menu Utility Dialog—**Buttons 2 of 2***

Menu View

The **Menu [F3]** button provides quick access to the Menu function. Additional functions are available by pressing the last button in each column—i.e., the **General (1 of 2)**. Most functions can be access restricted using **PIN**s.

GENERAL FUNCTIONS

- **Customer Maintenance**—Provides direct access to the Customer View (**CV**) via the Customer Lookup (**CL**) function. The **CL** view in all other areas of the system, such as Quick, Detail, Pickup, etc., lists only active customers.
- **Customer Merge**—Provides a way to merge multiple customer records and associated statistics into one. Note that merged records cannot be unmerged.
- **Lot Management**—Displays the Lot Manager view.
- **Activity Log**—Provides a detailed chronological audit trail of system use by all clerks using a **PIN**.
- **Time Clock Maintenance**—Provides access to the employee time clock editing function.
- **Preset Promised Date**—Provides a way to override the automatically calculated order promised date for a set period of time.
- **Create Empty Quicks**—For drive-up windows, it allows on-the-fly preprinting of blank claim stubs with invoice numbers assigned.
- **Calculator**—Displays the standard Windows calculator.
- **Change User PIN**—Provides a user the ability to have the system issue an new **PIN** number.
- **System Maintenance**—FOR WESTGATE SOFTWARE SUPPORT PERSONNEL ONLY! Do not enter this function unless instructed.

PAYMENT FUNCTIONS

- **Payin**—Allows tracking of funds going into the cash drawer outside of a normal order pickup function.
- **Payout**—Allows tracking of cash leaving the cash drawer such as COD's, supply purchases, etc.
- **Cash Credit**—Allows the posting of a cash credit amount to a customer's record. This is not **A/R** credit. Current cash credit amounts can be viewed at any time in the *Statistics* tab of the **CV**.
- **CC Adjustment**—Allows adjusting entries to be made on **CC**s for customers who have allowed **CCOF** access.
- **CC Batch Validate**—Used with **CCOF** batch payment processing.
- **Reprint CC Batch Report**—Prints a report that details **CC** batch payment history.
- **CC Settlement**—Submits transactions for payment processing to the payment processing network. This process in required only for Terminal Mode payment processing networks. Host Mode payment processors, such as PaymentTech, settlement occurs automatically.
- **Payment Exceptions**—Provides a special dialog used for dealing with declined **CC** transactions.
- **Reverse Pickup**—Allows an order to be changed from a *Sold* status to a *Detail* status, effectively un-selling the order. A reversed order displays a watermark of "Reversed Pickup" and all amounts are removed from the daily sales totals. The order must be racked.

PROCESS FUNCTIONS

- **Recurring Invoice**—Sets up a memorized repeating invoice at will or on a predefined schedule for any selected customer.
- **Reprint Z Report**—Provides access to prior cashout reports and drawer balances.
- **Import/Export**—Provides a utility for extracting data from SPOT.
- **Direct Receive**—Used to quickly enter existing inventory into SPOT in a new installation.
- **HSL ScanTrac**—Provides processing history based on barcoded Heat Seal Labels (HSL) applied to each garment.
- **FB Maintenance**—Used for frequent buyer program maintenance.
- **Reprint Consolidated Invoice**—This speciality consolidated invoice is an 8.5 x 11 full-sized invoice.

Typical Daily Procedures

CLOCKIN

- Use the **Time Clock [F10]** button to clockin. This is an optional step, but should include all clerks who begin work at the beginning of the day or shift change.

CASH DRAWER CHECKIN

- Use the **System** tab, **Drawer Checkin** button to checkin a drawer with a beginning cash balance. This process must be performed in order for counter clerks to have access to cash drawer related functions.

SHIFT CHANGE PROCEDURES

Cash Drawer Checkout

- At the end of a shift use the **System** tab, **Drawer Checkout** button to checkout and balance the drawer against expected amounts. This process must be performed in order to release the cash drawer. Closeout reports are printed as a result of the checkout procedure.
- At the beginning of the next shift use the **System** tab, **Drawer Checkin** button to checkin a drawer with a beginning cash balance. Note that additional cash drawer trays are available to preload beginning cash amounts as a convenience.

SHUTDOWN PROCEDURES

Cash Drawer Checkout

- Use the **System** tab, **Drawer Checkout** button to checkout and balance the drawer against expected amounts. Closeout reports are printed as a result of the checkout procedure.

Nightly Reconciliation

- Use the **System** tab, **Reconciliation** button to view the status of all cash drawers in the system. Run reports queue.

Data Backup

- Normally, backups are automated requiring the server to be left running at the end of the shutdown process.
- Perform *Ready Order* backup to SPOT*scan* (optional).

Clockout

- Use the Time Clock [F10] button to clockout.

SUGGESTED REPORTS

The following reports should be viewed on a daily basis. They provide the minimum necessary information for business management. Other reports may provide additional operational insight depending on your needs and preferences.

- Z-Reports (nightly drawer closing)
- Sales > Incoming Summary
- Sales > Outgoing Summary
- Management > Cashout Summary
- Management > Transaction Detail Summary

Note that the reconciliation view contains a list of available reports that can be checkmarked for inclusion in a report queue. The **Print Reports [F9]** button forces all checkmarked reports to print in succession as a convenient way to automate daily or weekly report printing needs.

Inventory Reports

In order to understand how inventory reporting works, it is important to understand the following definitions:

- **Incoming Detail/Summary Reports**—Shows the value of all in-process orders (Detailed and Racked) including any adjustments, coupons, and discounts taken during the reporting period. The report reflects the change in value of inventory for that day. Both reports are available in the *Sales* report group.
- **Outgoing Detail/Summary Reports**—Shows the total of all payments received against store inventory. Both reports are available in the *Sales* report group.
- **Inventory Balancing View**—Shows the daily balance summary by month. This view is available from *System* > *Inventory*.
- **Physical Inventory Process**—A utility used to perform physical barcoded inventories. This is available from *System* > *Inventory*.

Forms, Tags, Accessories

All forms and accessories are available from Westgate Software.

THERMAL PAPER

- **3" Roll**—Hangs with minimal curling. Each roll of thermal paper contains approximately 180 feet and fits entirely inside the printer for fast, drop-in loading.
- **4" Fanfold**—This special perforated thermal paper has a tear-off stub at the bottom and is primarily used for drive-up service where claim checks are typically needed.

STATEMENT FORM

SPOT's integrated A/R functions support laser printed single-sheet statement forms designed specifically for laser and inkjet printers. Use a standard #9 double-windowed envelope for efficient statement mailing.

GARMENT TAGS

- **Roll Paper**—(3" wide) this special permafiber tag stock is automatically cut to size under program control during printing. Requires a roll paper dot matrix printer. Available in ten colors.

HEAT SEAL LABELS

A special thermal transfer printer is used for printing HSL labels. Printed labels have a typical life of 100-200 cleaning cycles.

VIP BARCODED ID TAGS

- **VIP Bag Tag**—Place on your express bags for drive-up windows and routes. A hole punched in one end of the tag makes for easy attachment to the bag pull-string.
- **Keychain & Wallet Card**—Attach an ID tag to each customer's car keychain for quick and accurate barcoded customer record lookup.

BARCODED CONVEYOR LABELS

These high-quality, low-cost vinyl adhesive-backed labels are available in a variety of numeric and alphanumeric sequences.

FLAT PANEL DISPLAY

This optional non-touch screen display can be used in place of a standard CRT monitor for long-life, high-style, and low counter space consumption. A mouse must be used in conjunction with this display.

COUNTER-TOP TOUCH SCREEN

This highly reliable and low-glare monitor combines flat-panel reliability with an ease-of-use feel to provide one of the most fluid SPOT navigation tools ever. This is an adjustable counter-top design.

THERMAL PRINTER

This versatile printer is small, fast, quiet and reliable. It can be used to print quick tickets, invoices, pickup receipts, CC slips, pickup lists, route bag tags, and cash drawer closeout summaries, all with store logo.

TAG PRINTER

Printing tags on demand is fast and easy using this printer. Using standard wet-strength, multi-color perma-fiber blank tag paper, SPOT prints garment tags with or without an item tracking barcode number.

REPORT PRINTER

SPOT supports report printing to both inkjet and laser graphic printers. This high-quality HP printer is fast and reliable for all your report and statement needs.

SPOTSCAN

This industrial intelligent laser scanner is designed to handle racking, physical inventory, Process Steps tracking, and hanging inventory backup. It comes with a download docking cradle and charger.

CORDED BCR

Typically used at the counter when cord distance is not an issue, this affordable and stylish laser scanner provides an amazing scan distance of 6"–10" from the barcode. A 28' extension cable is also available.

CORDLESS BCR

When a corded scanner just won't work, this portable RF scanner fills the bill. It has a range of up to 50'. The docking base also acts as a battery charger. This unit can run real-time at the counter as well.

CREDIT CARD READER

This very small CC reader can be mounted almost anywhere, keyboard top, monitor, or counter. It is specially designed to work with the CC payment processing feature within SPOT.

CASH DRAWER

Our intelligent cash drawer can be connected to SPOT in a variety of ways depending on level of required cash control. Front slots provide security entry for CC slips, check, and receipts.

HIGH CAPACITY BACKUP

This 160 Gbyte removable cartridge hard drive backup device will protect your valuable database files. Available with a USB interface, this drive can be configured to run automatic nightly backups.

DISPLAY POLES

Optional display poles provide visual counter transaction customer feedback minimizing employee theft directly from the customer. They are attached directly to any counter computer with a spare serial port.